Notifier Guide Table of Contents

SOCS Notifier

To access the SOCS Notifier, select **Admin, Notifier** on the SOCS Toolbar. The Notifier Menu will appear:

Notifier Menu
Send Message
Manage Messages
Manage Notification Groups
Manage Text Groups
Manage My Social Media
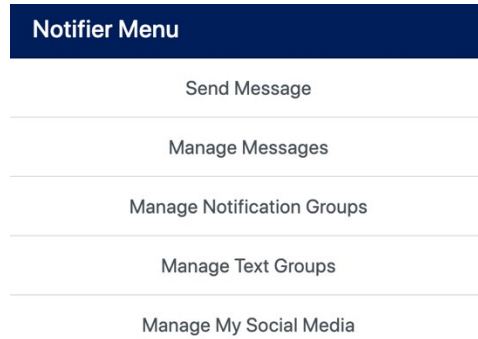
To create and send a text message, email, push notification, and post a Notifier message to your connected social media feed(s) via Notifier, select **Send Message**.

Send Message

Enter a message up to 280 characters

280 characters remaining

Text destinations and message length.
Sending a message to a Text destination will reduce the maximum length for a message.
Text message max length = 220.

☐ **Message Destinations**

☐ **Notification**
Site Widget and Mobile App Alerts

☐ Announcements
☐ Community
☐ District
☐ Wellness

☐ **Text**
Powered By TextCaster®

☐ Announcements
☐ District
☐ High School
☐ Community

☐ **Email**

☐ News Update: District
☐ News Update: Elementary
☐ News Update: Announcements

☐ **Social**

☐ 🐦 @socsfeed
☐ ⊙ Midwest Surfboard
☐ ⊙ Friends of CS

Message Scheduling

◉ Send now ○ Send later ○ Set up repeating message

Send	Cancel

Messages may be up to 280 characters long, with the exception of text messages. If you will be sending a Notifier message via text, you will need to limit your message to 220 characters or less.

> *Note:If you choose the text channel and you exceed 220 characters, the character overage will be displayed in red below the message text box, and you will not be able to send your message.*

Select the check box next to **Message Destinations** if you wish to send to all options. **Notification**, **Text**, **Email** and **Social** have similar check boxes to send to all groups or select the check box next to the individual group you wish to send to.

After selecting your groups, select **Send Now, Send Later, or Set Up Repeating Message** under **Message Scheduling**.

Send Now will send the message immediately.

Selecting **Send Later** will require you to choose the date and time at which you'd like the message sent.

Message Scheduling

○ Send now ● Send later

Send message on this date	at this time
10/01/2022 📅 🗓	10:00 AM ⊘ 🕐
	Time Zone: America/Chicago

[Send] [Cancel]

Set Up Repeating Message allows you to choose the start date and time, end date (if applicable), and the frequency of the repeating message.

Note: The repeating schedule dropdown is only available to SOCS Support.

Frequency options include daily, weekly, monthly and yearly:

- **Daily** -- Select the days your message needs to repeat
  (Example: Send message every 2 days)

- **Weekly** -- Select the days of the week your message repeats
  (Example: Send message every week on Mondays, Wednesdays and Fridays)

- **Monthly** -- Select a specific date of the month or a monthly frequency
  (Example: Send on day 12 of every month OR the third Thursday of every month)

- **Yearly** -- Select a specific date of the year or a yearly frequency
  (Example: Send on July 4 every year OR the last Friday of November every year)

To send the message, select **Send**.

To View, Edit, or Delete messages, select **Manage Messages**.

Manage Messages

New Message | Save | Cancel | Clear Table Filter

All Messages | Sent Messages | Scheduled Messages

Filtered: None   Total: 492

Click ⟳ to show the messages that belong to that repeating cycle.

Edit	☐ Active	Message	Channel	Time Scheduled ▼	Repeating ⇕	Created By ⇕
	All ▾	Search...				
✎		Stay tuned for the new Notifier features coming soon!	Push: 1	12/07/2022 8:00 pm		Dr SOCS Support
✎	☑	REMINDER: City Council Meeting today at 6PM at City Hall	Push: 2 Text: 2	12/05/2022 12:04 pm	⇄	Dr SOCS Support
✎	☑	Due to a water main break, the Smith Building will be closed today until 10:00a m. Busses will run accordingly.	Push: 2 Text: 2	11/28/2022 12:04 pm	⇄	Dr SOCS Support

All Messages displays all **sent and scheduled** Notifier messages.

Manage Messages

New Message | Save | Cancel | Clear Table Filter

All Messages | **Sent Messages** | Scheduled Messages

Filtered: None   Total: 491

Click ⟳ to show the messages that belong to that repeating cycle.

Edit	☐ Active	Message	Channel	Time Scheduled ▼	Repeating ⇕	Created By ⇕
	All ▾	Search...				
✎	☑	REMINDER: City Council Meeting today at 6PM at City Hall	Push: 2 Text: 2	12/05/2022 12:04 pm	⇄	Dr SOCS Support
✎	☑	Due to a water main break, the Smith Building will be closed today until 10:00a m. Busses will run accordingly.	Push: 2 Text: 2	11/28/2022 12:04 pm	⇄	Dr SOCS Support

Sent Messages displays all **sent** Notifier messages.

Manage Messages

New Message | Save | Cancel | Clear Table Filter

All Messages | Sent Messages | **Scheduled Messages**

Filtered: None   Total: 1

Edit	☐ Active	Message	Channel	Time Scheduled ▾	Repeating ⇕	Created By ⇕
	All ▾	Search...				
✎		Stay tuned for the new Notifier features coming soon!	Push: 1	12/07/2022 8:00 pm		Dr SOCS Support

Scheduled Messages displays all **scheduled** Notifier messages.

The **Active** checkbox next to each notifier message indicates whether or not this notification appears in the notification widget on the front page of your website and the View More page listing of all notifier messages.

> Note: The display settings for the notifier widget and View More page can be enabled and managed via Admin, Theme Options, General

Message displays the message text for each notifier message.

Channel displays the channels chosen for the message (push, text, email, or social), and the number of groups chosen to send to within each of those channels.

Time Scheduled displays the date and time the message was sent or is scheduled to send.

**Repeating** indicates whether or not the Notifier message is set up as a repeating mesasge.

Created By displays the SOCS User that created the original Notifier message.

Edit Message

Enter a message up to 280 characters

Don't forget to turn in your permission slips for the waterpark this Friday! Please remember to bring your own towel, extra clothes, and cash for concessions. Busses will the school at 9:00am and return by 1:30pm.

66 characters remaining

Wednesday | August 31, 2022 | 2:41 pm

Don't forget to turn in your permission slips for
the waterpark this Friday! Please remember to bring your own towel, extra clothes, and cash for concessions. Busses will leave the school at 9:00am and return by 1:30pm.

VIEW MORE
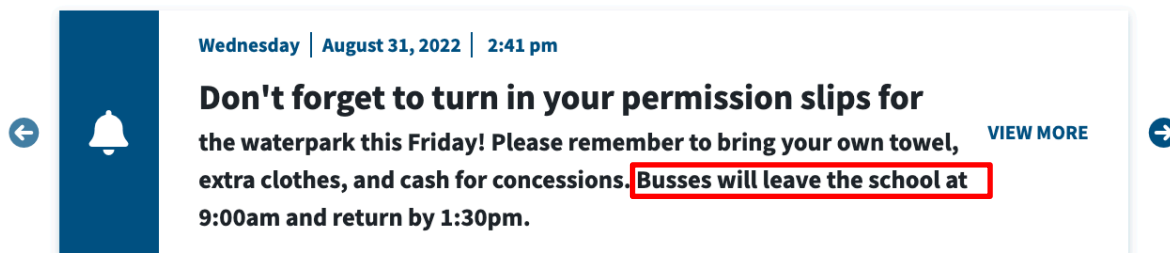
To **Edit** a *sent* Notifier message, navigate to the **All Messages** or **Sent Messages** tab, and click the edit icon ✎ next to the message you want to edit. Your message will appear on the Edit Message screen to make any changes, along with the date and time the message was sent. When finished making any changes to the message text, click Save.

*Note: This will **not** resend a notifier message, but rather edit its appearance on the notification widget on your website and View More page listing, if enabled via Theme Options. You will also not be able to edit the groups to which the message was sent.*

Edit Message

Enter a message up to 280 characters

Board Meeting tonight at 6:00pm in the City Hall room 100.

220 characters remaining

☑ Message is active

Message Destinations

Notification

Site Widget and Mobile App Alerts

☑ Announcements
☐ Community
☐ District
☐ Wellness

Text

Powered By TextCaster®

☐ Announcements
☐ District
☐ High School
☐ Community

Email

☐ News Update: District
☐ News Update: Elementary
☐ News Update: Announcements

Social

☐ 🐦 @socsfeed
☐ ⓕ Midwest Surfboard
☐ ⓕ Friends of CS

Message Sent

Friday, September 9, 2022, at 11:18am

| Save | Cancel | Duplicate Message |

You can also choose **Duplicate Message** to send a message again. Choosing **Duplicate Message** will show your message text on the Edit Message screen and allow you to make edits or updates to the message text, send to the same or addditional notification groups, and choose to send the duplicated message now or at a future date/time.

Edit Message

You are editing a scheduled message.

Sending it has been paused, giving you up to **one hour** to edit the message before it will be automatically sent.

Save or Cancel to unpause immediately.

Enter a message up to 280 characters

Check out the new Notifier features! Coming soon!

229 characters remaining

☐ **Message Destinations**

☐ Notification	☐ Text
Site Widget and Mobile App Alerts	Powered By TextCaster®
☐ Announcements	☐ Announcements
☐ Community	☐ District
☐ District	☐ High School
☐ Wellness	☐ Community

☐ Email	☐ Social
☐ News Update: District	☐ 🐦 @socsfeed
☐ News Update: Elementary	☐ 📘 Midwest Surfboard
☐ News Update: Announcements	☐ 📘 Friends of CS

Message Scheduling

○ Send now ● Send later

Send message on this date	at this time
09/09/2022 📅	12:00 PM ⊙ 🌑
	Time Zone: America/Chicago

[Save] [Cancel] [Delete Message]

Created By: Dr SOCS Support

To **Edit** a *scheduled* notifier message, navigate to the **Scheduled Messages** tab, and click the edit icon ✎ next to the message you want to edit. Your message will appear on the Edit Message screen to make any changes, along with the groups you intend to send the message to and the date and time the message will be sent. When finished making any changes, click Save.

> *Note: When editing a message scheduled to be sent within the next 60 minutes from the time of creation, you will see a yellow warning box informing you that sending has been paused for one hour and will not be reactivated until you either Save or Cancel. If editing a message scheduled to be sent greater than 60 minutes in the future, you will not see the yellow warning box.*

To **Delete** a *scheduled* notifier message, click **Delete Message**.
> *Note: This will permanently delete the message, and the message will not recoverable.*

To Edit, Delete or Add a new Mobile App Alert (push notification) or Site Widget group, select **Manage Notification Groups**.

Note: Please contact SOCS Support if you have questions on email groups (listservs).

Manage Notification Groups

Site Widget and Mobile App Alerts

Add Group	Cancel		

Edit	Delete	Group Name	Automatically Opt-In
✎	🗑	District Wide	Yes
✎	🗑	Elementary	No
✎	🗑	High School	No
✎	🗑	School Closing - Weather Conditions	Yes

Add Group   Cancel

Select **Add Group** to create a new group.

Add Group

Group Name

Enter group name

☑ Automatically opt **NEW AND EXISTING** users in

Since this is a new group, existing app users will also be subscribed or not based on this checkbox.

Save   Cancel

Enter the **Group Name**.

Automatically Opt New and Existing user in:
All app users will receive notifications for this group if the checkbox is selected. Unselect the check box to have your app users opt in manually.

Select **Save**.

To Edit or Delete a Group, select the corresponding icon next to the Group Name.

Note: Once you delete a group, you will not be able to recover a list of subscribers.

Manage Notification Groups

Site Widget and Mobile App Alerts

[Add Group] [Cancel]

Edit	Delete	Group Name	Automatically Opt-In
✎	🗑	District Wide	Yes
✎	🗑	Elementary	No
✎	🗑	High School	No
✎	🗑	School Closing - Weather Conditions	Yes

[Add Group] [Cancel]

Delete Group

Deleting a group cannot be undone. **You cannot recover the list of subscribers once a group is deleted.**

Group Name

Elementary

[Delete] [Cancel]

SOCS – Notifier

To Edit, Delete or Add a new Text group, select **Manage Text Groups**

> *Note: Please contact SOCS Support if you have questions on Text groups.*

Manage Text Groups

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[Add Group] [Cancel]

Edit	Delete	Group Name
✎	🗑	District
✎	🗑	ESM
✎	🗑	High School

[Add Group] [Cancel]

Select **Add Group** to create a new group.

Add Group

Group Name

[Enter group name]

[Save] [Cancel]

Enter the Group Name and Select Save.

> *Note: Text users will need to subscribe to the new group to receive new group text messages.*

To Edit or Delete a Group, Select the corresponding icon next to the Group Name.

Note: Once you delete a group, you will not be able to recover a list of subscribers.

Manage Text Groups

Powered By TextCaster®

Add Group   Cancel

Edit	Delete	Group Name
🖉	🗑	District
🖉	🗑	ESM
🖉	🗑	High School

Add Group   Cancel

Delete Group

Deleting a group cannot be undone. **You cannot recover the list of subscribers once a group is deleted.**

Group Name

High School

Delete   Cancel

SOCS – Notifier

Managing Your Social Media

At the **Profile Menu** select **Manage My Social Media** to connect your Facebook Page(s) and Twitter account. Once these accounts are connected with your SOCS user ID, you will be able to share your articles to your Social Media accounts.

Manage My Social Media

Delete	Sync	Provider & Channel Name	Account Name
No Social Media associated with this account.			

[f] Add Facebook Pages   [y] Add Twitter Account

Select **Add Facebook Pages**. You will need to enter your username and password for the account. If you are currently logged into this account, you will not be asked for this information.

If you manage multiple pages, you will be able to choose what page you allow SOCS to publish to.

SOCS would like to manage your Pages and publish as Pages you manage.

[ ] Choose what you allow

Not Now   OK

SOCS – Notifier
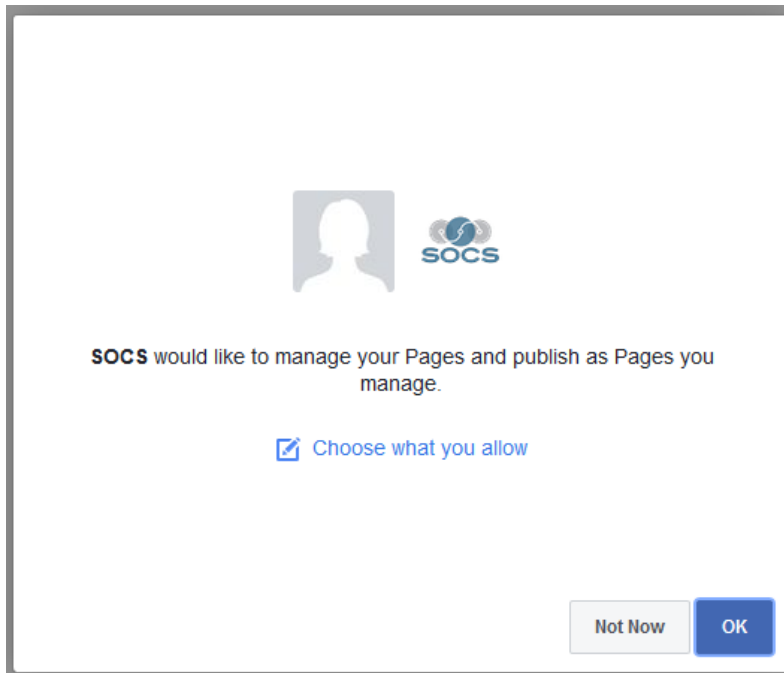
Select the pages you wish to post article content to.

Add Facebook Pages

According to Facebook, **Joey Socs** has access to the following pages.

Select the pages you would like to make available for sharing through SOCS.

☑ FES Connected

Save   Cancel

Manage My Social Media

Delete	Sync	Provider & Channel Name	Account Name
🗑	♻	f FES Connected	Joey Socs

f Add Facebook Pages   🐦 Add Twitter Account

SOCS – Notifier

Select **Add Twitter Account**. You will need to enter your username and password for the account. If you are currently logged into this account you will not be asked for this information.

Select **Authorize app.**

Authorize SOCS to use your account?

Authorize app   Cancel

SOCS

socs.net

Allow users to tweet announcements regarding content on their SOCS sites.

Privacy Policy

This application will be able to:

- Read Tweets from your timeline.
- See who you follow, and follow new people.
- Update your profile.
- Post Tweets for you.

Will not be able to:

- Access your direct messages.
- See your email address.
- See your Twitter password.

Manage My Social Media

Delete	Sync	Provider & Channel Name	Account Name
🗑	🔄	⬛ FES Connected	Joey Socs
🗑	🔄	🐦 @JoeySocs	Joey Socs

    Add Facebook Pages   Add Twitter Account

Now your social media pages and account are connected to your user account. You will be able to share your articles to your Social Media accounts when creating your article through your SOCS web site or through the SOCS Admin App.

Selecting the **Home** button will take you back to your SOCS home page.

When you are finished updating your site, use the Sign Out.

How Does the Public Subscribe or Unsubscribe?

Your SOCS site allows readers to sign up for the News Update to receive emails and or text messages by supplying their email and/or phone number.

Home / Sign up for our Newsletter

News Updates and Alerts

Subscribe or unsubscribe from City of Lancaster news and alerts.

◉ Subscribe ○ Unsubscribe

Email List Options

Email

[Enter your email address]

☐ Water & Sewer
☐ Building & Zoning
☐ Economic Development
☐ City Events

Notifier Text Message Options

Notifier text messaging is provided as a free service, however depending on your wireless provider and plan you may incur fees for sending or receiving text messages.

Name

[Enter your name]

Phone

[Enter your phone number]

Carrier

[autodetect ▾]

☐ Client Services Test Group
☐ David Test Group
☐ District
☐ ESM
☐ High School

If you have any questions, please contact socs@filamentservices.org

Your name, phone number and email address are kept private and are for the sole use of the *City of Lancaster* site. For full details, see our privacy and security policy.

[Submit]

When subscribing for an Email List, the public will receive a email confirming they wish to join the email list.

When subscribing for a Text Message, the public will receive an immediate text message with an authorization code. The public will need to enter the authorization code before they will be joined to the text goup.

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Notifier Text Message Confirmation

A 5-digit Authorization Code has been sent to your phone. Please type the number into the box below and click the submit button to complete the process.

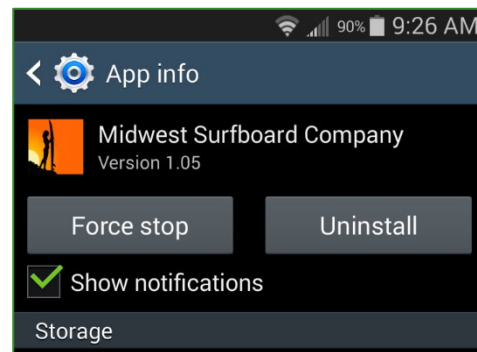Authorization Code: [   ]

[submit]

After installing the SOCS App from the store, you will receive a message to allow notifications. You may turn this on or off within the application manager on your device.
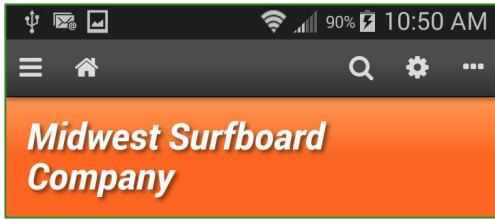
iPhone	Android
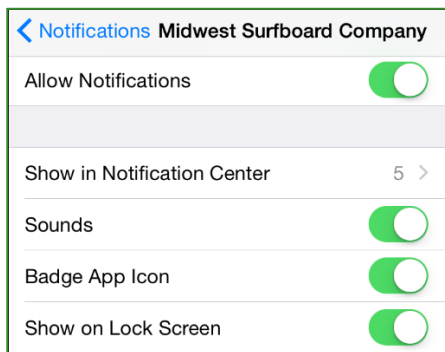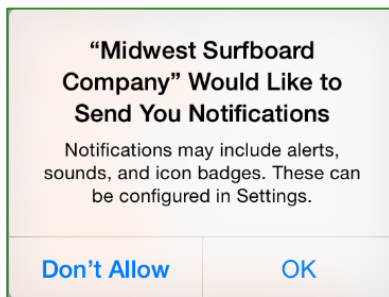
Android

Most Androids do not have this options at this point in the process.

By using the **Settings** icon within the app, you will be able to select the groups you want to receive push notifications for. By default, you will receive all groups. Uncheck the groups you do not want to receive push notifications for.

SOCS – Notifier